



presents Innovative Training Solutions developed for...

CITIBANK

Interactive WorldLink WBT

www.citibank.com

The screenshot shows the Citibank CitiDirect Transact interface. A 'Scenario' dialog box is open, displaying the following text:

Scenario

You work in the accounting department for California Pictures. Your job is to make a funds transfer payment to an Australian movie star who has appeared in several California Pictures films.

This movie star, Nicole Diamond, will receive 148,239.86 AUD. The payment will be funded from your company's USD account.

Below the dialog box, a 'From Preformat' menu is open, showing options for 'From Preformat' and 'From Full Detail'. The main interface includes a table with columns: Payee Name, Prnt CCY, Prnt Amt, Prnt Value Date, Prnt Details, Acct CCY, Equiv. Amt, and Transaction Ref. Number. A 'Payments Summary' header is visible in the top right. The left sidebar contains navigation options: In-Box, Transact, Netting Payments FX, Reports, and Maintenance. At the bottom of the screenshot, there is instructional text: 'A preformat exists for this payee. Select the preformatted payment from the Preformat Library to use as a template for your payment. Click the NEW button, then select From Preformat from the menu.'

Training Around the World

Web-Based Training Delivers a Competitive Advantage

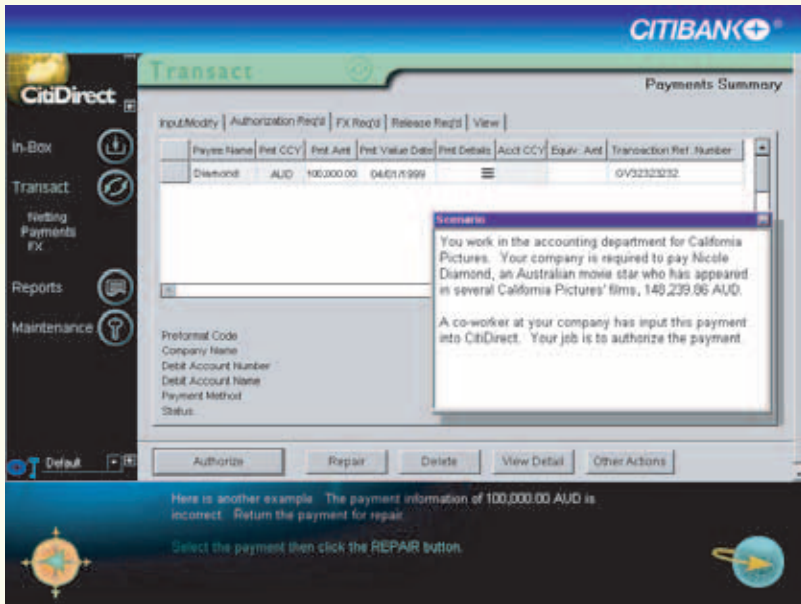
Sealund delivered a web-based training solution to accompany the roll out of WorldLink, Citibank's thin-client, browser-based, Internet-enabled Electronic Banking product and complete foreign currency disbursement system. WorldLink users learn features of the software, then

have the opportunity to practice what they have learned using true-to-life scenarios. Usability testing of the training program confirms, and Citibank's customers agree, Sealund's web-based training solution is comprehensive, interesting and relevant.



Sealund Special Report

Contact Sealund at 1-800-434-8000 for more information
consultants@sealund.com • www.sealund.com



Real-life Scenarios

1

Sealund partnered with Citibank subject matter experts to create scenarios that allow users to practice the steps WorldLink users will perform on their actual jobs. The stories told by interactive scenarios increase retention and maximize ROI by making the course EnterTRAINING™.



Interactive Feedback

2

Sealund considers interactivity a two-way street. In the WorldLink Interactive Tutorial, users perform actions to interact with the software and the software answers back! If a user performs a step incorrectly, the software actively detects the error and provides feedback to help get the user back on track.

Customized Simulation

3

While creating the WorldLink Interactive Tutorial, Instructional Designers at Sealund recognized what the users would want and need more than anything else - more practice! With high-level design standards and technical wizardry, a customizable simulation module was created. A user can select individualized functions they want to practice, and the software automatically configures a training curriculum based on the user's selection.

